## PEP TALK/MTCIS:

- Explores strengths, interests, skills, and values in relation to education and career paths
- Assessments to discover the best fit for your next employment opportunity

**Monday:** **MARCH** **3, 17, 31** **10:15 AM – 12:00 PM**

## WORKIN' IT OUT:

- 2 ½ day Workshop
- Successful workplace problem-solving skills, conflict resolution, good communications, and decision-making
- Certificate upon completion

**Scheduled:** **MARCH** **4, 5, 6** **9 AM – 12 PM** and **1 – 4:45 PM**
**MARCH** **18, 19, 20** **9 AM – 12 PM** and **1 – 4:45 PM**
(*MARCH 6 AND 20 morning session only, no afternoon session*)

## EXCEPTIONAL CUSTOMER SERVICE STRATEGIES:

- Challenging you to develop the necessary attitude for delivering exceptional customer service
- Taking that attitude and translating it into daily action

**Thursday:** **MARCH** **6, 20** **2:00 PM - 3:45 PM**

## DOLLARS & $ENSE:

- 1 full-day Workshop
- Money management tips
- Credit reports and what they mean
- ***Must pre-register with RDI. Call 761-8721***

**Tuesday:** **MARCH** **11, 25** **9 AM – 12 PM** and **1 – 4:45 PM**

## JOBS ONLINE:

- How to: Register with Job Service, Update profile information
- Job Search using jobs.mt.gov
- Using the Great Falls Job Service website

**Tuesday:** **MARCH** **11, 25** **10:00 AM – 11:30 AM**

## BASIC COMPUTER LITERACY:

- Designed for beginners
- Topics: Computer functions; Parts of a computer system; Intro to Windows and using menus; Basic Word Processing

**Wednesday:** **MARCH** **12, 26** **10:00 AM – 11:30 AM**

## INTERVIEWING INSIGHTS:

- Discussion of various types of interviews
- Preparation suggestions; Appropriate dress and appearance

**Wednesday:** **MARCH** **12, 26** **1:30 PM – 3:00 PM**

## RESUMES, COVER LETTERS, & APPLICATIONS THAT WORK:

- Formats, style, visual appeal
- Types of applications
- How to prepare for: applications, resume creation, and online applications
- Grammar, verbiage, and content to include *and exclude*

**Thursday:** **MARCH** **13, 27** **10:15 AM – 12:00 PM**
(*Hands-on learning in lab environment: 1pm - 3:30pm–optional*)